

Marion Wood - Complaints & PALS Assistant

From: Alder, Amanda [Code A]
Sent: 09 March 2006 09:47
To: [Code A]
Subject: FW: Complaint re Mr William Valentine Mowle (d) - 167/06 - Q73516 9
Importance: High
Attachments: Mowle complaint letter.doc

Marion - please see further comment from Wendy Wild re the above complaint!

Kind Regards

Manda

*Amanda Alder
 Complaints Officer
 Education Centre*

Code A

-----Original Message-----

From: Wild, Wendy
Sent: 08 March 2006 16:59
To: Denham, Claire
Subject: FW: Complaint re Mr William Valentine Mowle (d) - 167/06 - Q735169
Importance: High

Claire

You will have had my response to this complaint. As a psot script - I have nw spoken to the nurse concerned who is back from Iraq. He remembers being very concerned about this patient and working hard to get him seen by a doctor, treated and transferred to RHDU. He feels that he may have taken a low key approach to the seriousness of the patients condition to avoid further frightening him and his family who were already upset and very anxious. He apologises if this was not communicated in an acceptable way.

Best wishes
 Wendy

-----Original Message-----

From: Wild, Wendy
Sent: 02 March 2006 16:55
To: Dowle, Caroline
Subject: FW: Complaint re Mr William Valentine Mowle (d) - 167/06 - Q735169
Importance: High

-----Original Message-----

22/03/2006

ADDED
 TO
 REPORT
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From: Denham, Claire
Sent: 22 February 2006 10:34
To: Wild, Wendy
Cc: Exelby, Pat
Subject: Complaint re Mr William Valentine Mowle (d) - 167/06 - Q735169
Importance: High

Dear Wendy,

Please find attached, a copy of Mr Sole's letter regarding the care of his late father in law Mr Mowle. The letter is largely about Exton 7 but there is a small bit we need to answer about MAU.

<<Mowle complaint letter.doc>>

Please could you send your response back to Amanda Alder by the **7th March 2006**.

Many Thanks for your assistance,

Kind Regards

Claire Denham

*Claire Denham
Complaints Administrator
Education Centre, SMH*

Code A